



# CITY OF HOUSTON

## Job Posting

1	<b>SL/CMD</b>
2	<b>Applications accepted from:</b> ALL PERSONS INTERESTED
3	<b>Job Classification</b> CUSTOMER SERVICE REPRESENTATIVE I
4	<b>Posting Number</b> PN# 109285
5	<b>Department</b> Public Works & Engineering Department
6	<b>Division</b> Planning and Development Services
7	<b>Section</b> Utility Planning & Analysis Branch
8	<b>Reporting Location</b> 3300 Main *
9	<b>Workdays &amp; Hours</b> M - F, 8 a.m. - 5 p.m.*
	*Subject to change
10	<b>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</b>
11	Uses effective problem-solving techniques to provide general information and customer assistance for quality service. Researches, analyzes and resolves customer needs to provide customer assistance. Organize and control customer sign in and coordination with Plan Analyst to help insure customers are seen on a timely basis. Uses effective questioning techniques to verify/confirm customer concerns and needs. Assist customers with various records and accounts. Receive training for effective use of the plan routing system. The ability to multi-task is essential. Provide general information to customers about water accounts, meters, procedures, etc. distribute forms to customers. Data entry of information on Impact Fees. Researches, analyzes, and resolves customers problems and inquiries.
12	<b>WORKING CONDITIONS</b>
13	This position is physically comfortable with occasional periods of stooping, bending and lifting of materials up to 10 pounds.
14	<b>MINIMUM EDUCATIONAL REQUIREMENTS</b>
15	Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc.; as might normally be acquired through attainment of a high school diploma or a GED.
16	<b>MINIMUM EXPERIENCE REQUIREMENTS</b>
17	Six months of administrative or customer service related experience is required.
18	<b>MINIMUM LICENSE REQUIREMENTS</b>
19	None
20	<b>PREFERENCES</b>
21	Preference will be given to applicants with extensive problem solving experience.
22	<b>SELECTION/SKILLS TESTS REQUIRED</b>
23	None
24	<b>SAFETY IMPACT POSITION</b> Yes No
25	If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.
26	<b>SALARY INFORMATION</b>
27	Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:
28	<b>Salary Range - Pay Grade 13</b>
29	\$824 – 1,154 Biweekly \$21,424 - \$30,004 Annually
30	<b>OPENING DATE</b> March 8, 2006
31	<b>CLOSING DATE</b> March 14, 2006
32	<b>APPLICATION PROCEDURES</b>
33	Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, First Floor. <b>Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 837-7734.</b> All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.
34	<b>An equal opportunity employer</b>